

There exists a wide variety of output protocol for keyboards and pointing devices.

For keyboards :

XT : old protocol (obsolete)

AT or PS/2 : a documented standard exists for keyboards, however some things are not fixed and left open.

USB : a good documented standard exists, everything is defined.

For pointing devices :

RS232 : older protocol (end of life, a documented standard exists, however some things are not fixed and left open).

PS/2 : a documented standard exists, however some things are not fixed and left open.

USB : a good documented standard exists, everything is defined.

When working with USB devices the chance of encountering a compatibility problem is very low (non existing).

However for PS/2 devices, two types of compatibility problems can occur.

## 1) Hardware incompatibility

The PS/2 standard is not clear on what values to be used for output line, every hardware manufacturer (mainboards, pointing devices ..) is free to choose the values between certain values and sometimes even works outside the outerlimits. So a certain combination of hardware (mainboard and pointing device) can cause a compatibility problem.

The use of longer cables is not allowed in PS/2, because the system can become unstable. The PS/2 standard indicates only use of cables no longer than 2,7 meters (9 foot).

However if you still want to use longer cable or use cable extenders ... , please do a good compatibility test before installing the system in large quantities.

## 2) Software incompatibility

Many different mouse drivers exist and can be forced to run on a system. Not all drivers are compatible with all pointing devices. Many pointing devices are compatible with operating systems existing at the moment when they were developed. However a pointing device is not forward compatible with operating systems that still need to be developed or don't exist yet. So if a new operating system or a new service pack is installed, there is no guarantee that the newer operating system works with the pointing device.

So we encourage to do compatibility tests on each type of system used, before starting to integrate a pointing device in large quantities.

In order to find and detect compatibility problems, we have created a special repair question form. A copy of this form can be found on our website under the support section.